



For Consumers and Providers of In-Home Care Services

February 2007

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Board Updates



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Updates from the Director

By Rick Hall, Executive Director

Despite floods, winds, snow and ice, its been a very busy three months at the Home Care Quality Authority. Here are some of the highlights:



Rick Hall, HCQA Executive Director

Joint Legislative Audit and Review Committee (JLARC) –

We received very good news when JLARC issued their final report and found that the Authority had fulfilled its statutory duties and substantially met those outcome measures that were evaluated. More specifically, the report stated that the Authority had met its collective bargaining duties, its background check duties, its training duties and its statutory duties regarding recruitment and referral of in-home care providers.

The JLARC report recommended that we review our 2004 “Outcome and Output Measures” in light of our experience, current (and evolving) statute and our strategic plan to ensure that our performance targets adequately reflect our current duties and goals. They also recommended a review of the timing and questions to be considered under a future review. We concurred with JLARC’s recommendations and suggested a two to three year period before the next review in order to establish a sufficient baseline of data for comparison.

Safety Training – At our December meeting, the HCQA Board voted unanimously to repeal the safety training requirement for those individual providers who were already working for a consumer prior to December 1, 2004. As you may recall, these workers had two years to complete the required training. We are pleased to announce that over 18,000 workers received safety training under this requirement. However, with the two-year window coming to a close at the end of December, the Board determined to repeal the requirement for these workers and to continue to encourage them to get the training through continuing education offerings around the state. Meanwhile, the safety training remains a requirement for all new individual providers and has been fully incorporated into DSHS’ Revised Fundamentals of Care training.

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News from the Director—Continued

Budget - More good news as Governor Gregoire placed three of four HCQA requested decision packages in her budget. Most notably, her budget provides full funding of the referral registry.

Legislature – SEIU 775 is backing **HB 2284** on new training requirements for providers and establishment of a labor-management partnership/trust fund for training. At the same time, the Union has been busy meeting with various stakeholder groups to answer questions regarding their training “Blue Print” as they continue their efforts putting together an initiative supporting the training plan. The Union will be presenting this same Blue Print to the HCQA Board on February 20th. **HB 1916**, also backed by SEIU seeks to clarify interest arbitration and wage and benefit “comparables” for individual providers and child care workers.

HB 1548 would create the individual and family services program for people with developmental disabilities and **HB 1202** would create an office of the ombudsman for persons with developmental disabilities. Both bills are backed by the DD community.

Referral Registry - We have been working cooperatively with DSHS in order to help streamline current processes for use of the referral registry. In addition, our staff have been meeting with the Department to put together a round of statewide trainings on the registry for case managers and other users. Sherri Wills-Green is also busy working on some proposed changes to the database that should prove to be beneficial to consumers. We are also having ongoing and productive discussions with DSHS on development of future capacity, the potential of expanded needs and plans to meet those needs as well as opportunities to provide the best delivery of services in all aspects of in-home care.

Office Space Search – We have been searching for a new building in the last several months. As I write this, we are narrowing in on what looks to be a promising fit for us in an office space that will be fully accessible for our staff, board members and stakeholders.

Finally, I would like to take this opportunity to thank our hard working and thoughtful staff. They possess what I can only describe as a remarkable and collective insight that has been such a big help to me in my transition here.

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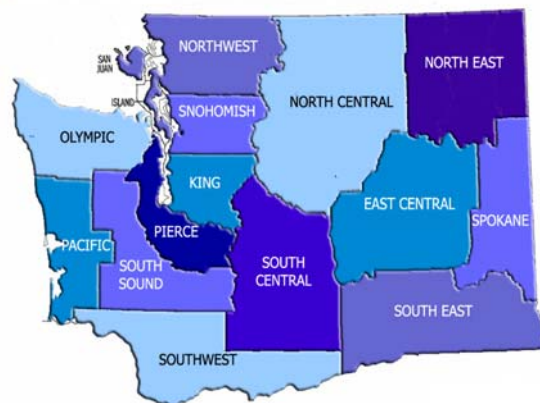
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The **Referral Registry** is now available statewide! Learn more about the people who are operating Registry services in your area. Go to www.hcqa.wa.gov and click on “Find a Referral Registry Center”, use the map to find the location nearest you.



*HCQA is Committed to Improving the Quality of
Long-Term In-Home Services and Encouraging
Stability in the Individual Provider Workforce.*

HCRRs CURRENTLY OPERATING:

SOUTH CENTRAL SERVICE AREA

*Serving Kittitas and Yakima Counties
Operated by: SE Aging and Long Term Care*

SOUTH EAST SERVICE AREA

*Serving Benton, Franklin, Walla Walla,
Columbia, Garfield and Asotin Counties
Operated by : SE Aging and Long Term Care*

PIERCE SERVICE AREA

*Serving Pierce and Kitsap Counties
Operated by: Professional Registry of
Nursing, Inc.*

NORTHWEST SERVICE AREA

*Serving Whatcom, Skagit, Island and
San Juan Counties. Operated by: Sunrise
Services, Inc. ~ Community Trades and Careers*

SOUTH SOUND SERVICE AREA

*Serving Lewis, Mason and Thurston
Counties. Operated by WorkSource
Thurston County*

SNOHOMISH SERVICE AREA

*Serving Snohomish County.
Operated by: Sunrise Services, Inc.*

SPOKANE SERVICE AREA

*Serving Spokane and Whitman Counties.
Operated by: Aging & Long Term Care of
Eastern Washington (ALTCEW)*

NORTHEAST SERVICE AREA

*Serving Ferry Stevens and Pend Orielle
Counties. Operated by Rural Resources
Community Action and ALTCEW*

KING SERVICE AREA

*Serving King County - Operated by:
Professional Registry of Nursing, Inc.*

NORTH CENTRAL SERVICE AREA

*Serving Okanogan, Chelan and Douglas
Counties - Operated by: Professional Registry
of Nursing, Inc.*

EAST CENTRAL SERVICE AREA

*Serving Lincoln, Grant and Adams
Counties - Operated by: Professional Registry
of Nursing, Inc.*

OLYMPIC & PACIFIC SERVICE AREA

*Serving Clallam and Jefferson, Grays
Harbor and Pacific Counties—Operated by:
Olympic Area Agency on Aging*

SOUTHWEST SERVICE AREA

*Serving Klickitat, Skamania, Clark, Cowlitz
and Wahkiakum Counties - Operated by:
CDM Services.*

RWRC Name Change

By Lisa Livingston, HCRR Program Manager

The Referral and Workforce Resource Center (RWRC) name has changed! The HCQA Board approved a new name for the RWRC with input from Registry Coordinators, HCQA staff and many others! The new title for this program is the: ***Home Care Referral Registry of Washington State.***

We are working with our printers/designers to make this name transition and logo redesign as smooth as possible. You will still see the familiar “swirl” and other elements that will remain with the new name/logo in order to maintain the identity of the Referral Registry. Many thanks to all who participated in our renaming project! It will be around mid-March when the first of our new materials are ready for distribution.

For more information about the Home Care Referral Registry of Washington State, please contact Lisa Livingston via e-mail: llivingston@hcqa.wa.gov or by phone: 360-902-8859 or toll free: 866-580-4272

Case Manager Connection

Access to the Referral Registry

*Use the **Referral Registry** to find
pre-qualified and screened Individual
Providers for your Clients!*

- Contact a local Referral Registry office and provide information to the **Referral Registry Coordinator** about your Client. Paperwork is minimal. You can ask a Registry Coordinator to enter data for you.
- A **referral list** of screened and qualified Providers can be generated at the same time you call! Use this list to help your Client find a Provider.
- You can request a user name and password to **log in to the Registry and access a list of Providers for your client right from your own desk.**

****Referral List** - Generated by the **Referral Registry**, a referral list offers contact information of Providers that are most suited to your clients needs.*

****Referral Registry** - Uses the latest web-based technology to match the needs of in-home consumers with pre-qualified individual providers.*

**The Home Care Referral Registry
statewide toll free number is 1-800-970-5456 or visit
www.hcqa.wa.gov**

Referral Registry Services Update

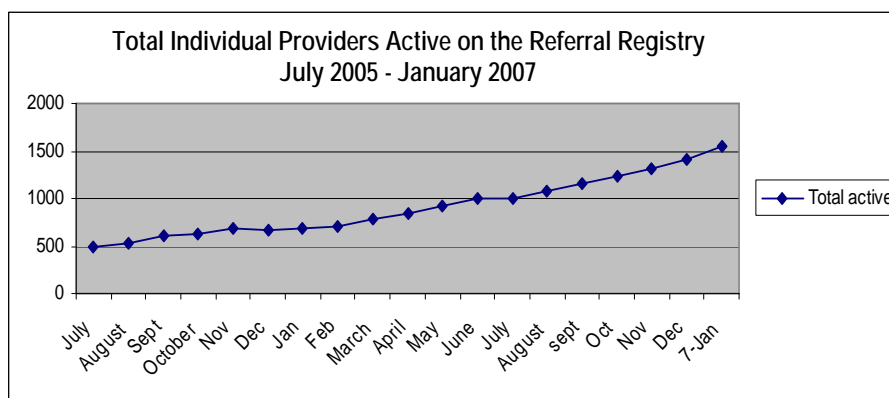
By Sherri Wills-Green, Director of Referral Registry Services



There are many ways to measure the success of the Referral Registry, but the measurement that best reflects the responsiveness of the RWRC to a consumer is reflected in the number of providers who have been hired off the registry. Looking back over the past 19 months, there have been 579 individuals employed through the registry referral process.

Each provider must pass a background check, interview with the registry coordinator and complete an introductory training before they are eligible to be referred to a consumer.

A consumer may find someone willing to work part time, full time or as a live-in off the registry. Additionally, the consumer may request someone who is familiar with Diabetes, Cancer, Quadriplegia, Multiple Sclerosis and/or other types of health issues. The database is designed to match a consumer request with someone willing to meet those needs. Currently there are 1,540 individuals qualified and available on the registry. Additionally, 1,105 consumers have collectively requested referral services. You can find out how many providers are available in your service area by calling 800-970-5456 and asking your local registry coordinator.



Referral Registry Services Reach Far and Wide

By Lisa Livingston, HCRR Program Manager

As Sherri's article denotes, the Home Care Referral Registry has grown not only in numbers of people served but also geographically through 2006. Registry services are now available across Washington State. One of the final locations to offer this program is the Olympic Service area, which includes all of Jefferson and Clallam counties. Situated on the North Olympic Peninsula, this is a unique and geographically expansive area.

Ellie Cortez, Registry Coordinator for this area, is enthusiastic about referral registry services supporting residents from the more remote areas of the Peninsula to populated cities and towns. Ellie often finds herself on the road speaking to individuals, agencies and businesses about the Referral Registry. Whether she is in Port Townsend, Forks, Sequim or even Neah Bay, she has found a positive reception to the concept of using individual providers and to the ways the Referral Registry will support a good match for the consumer/employer. During a recent visit to the South County Clinic in Quilcene, part of Jefferson Hospital, Ellie was greeted with tremendous support. Clinic staff were eager to hear more about the Referral Registry and are getting the word out to their patients who are eligible the service.

Ellie's prior work as a Respiratory Therapist, both in hospitals and in the home setting, have given her a good perspective on how important it is for people who need in-home services to be able to find the right person to offer that day to day support. She has been in the health care industry since 1973 and understands these challenges. She and her husband cared for her aging parents through their illnesses and could not have kept them in their home as long as she did without the support of in-home care providers and other community support systems.

(more on pg. 5)

Personal Empowerment for Caregivers

Excerpts reprinted with permission from PanCAN.org -

Ms. Shirley Otis-Green, a licensed clinical social worker and Senior Research Specialist at the City of Hope National Medical Center, recently led a compassionate and interactive discussion about the challenges and rewards of being a caregiver and shared useful strategies for personal empowerment.

While caregiving can be immensely rewarding, it takes courage, commitment and motivation. Caregivers serve many roles at the same time, and the responsibility can at times become overwhelming. Caregivers commonly deny their own needs and express feelings of guilt and selfishness for taking time for themselves. However, Ms. Otis-Green explained that caregivers who do not look out for their own needs do so at the expense of their physical and emotional health. One particular risk for caregivers is compassion fatigue, which is a state of being associated with caring for someone in distress.

Signs of compassion fatigue:

- Somatic (bodily) symptoms of stress
- Impact on mood
(feelings of depression, anxiety, anger)
- Impact on performance (quantity and quality)
- Desire for distance or detachment

Many caregivers use negative coping strategies to deal with stress, including:

- Emotional distancing
- Apathy/depression • Sarcasm • Substance abuse
- Hopelessness/helplessness
- Generalized negativity including anger, frustration
- Over/under eating • Blame, guilt, fatigue
- Over/under sleeping
- Severely criticizing and/or punishing oneself

Among the various positive coping strategies available she discussed the following:

- Adjusting expectations
- Engaging in self care (exercise, eat, sleep)
- Nurturing yourself (treating oneself as if you were your own best friend or caregiver)
- Using humor daily
- Celebrating even small achievements
- Identifying and addressing your own “unfinished business”
- Cultivating optimism – practice making lemonade from life’s lemons
- Developing stress relief skills
- Using positive self-talk

She added that caregivers need to increase their tolerance for ambiguity, claim responsibility for themselves, live passionately, be “mindful of the moment,” and live in the now.

Find more Caregiver Coping Tips in the Resource Clearinghouse at www.hcqa.wa.gov

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Regarding opportunities to find work, Cortez states, “Those who might otherwise find traditional working hours a challenge, see that the employment options available working as an Individual Provider offer a creative way to balance work and home life.” Individual Providers are paid between \$9.43 and \$10.31 an hour by the state. They may also be eligible to receive a benefit package including health insurance, paid vacation and worker’s compensation. Candidates for the program must be at least 18 years of age to take part in the program.



Pictured left to right - standing: Sue Christle and Tamra Shore, Registry Assistants. Seated: Carmon Shaw, Registry Administrator and Ellie Cortez Registry Coordinator.

Ellie Cortez can be reached at the Referral Registry Center in Port Angeles which is co-located with Senior Information and Assistance at 107 East Eighth Avenue Port Angeles, Washington 98362. Her direct number is 360-417-1480 or toll free at 800-970-5456.

She is joined by Registry Assistants - Tamra Shore in Port Angeles and Sue Christle in Port Hadlock. The Registry Administrator for the Olympic Service area is Carmon Shaw of the Aberdeen office of Senior I & A. Carmon shares Ellie’s enthusiasm and vision for Registry Services on the Peninsula.

Join the Olympic Home Care Referral Registry on Friday, March 23rd for an OPEN HOUSE from 3:00pm to 6:00 pm at 107 E 8th Street, Port Angeles, WA.98368

The event will include information for Individual Providers, Consumer/employers and other interested in learning more about Referral Registry services. Call Ellie Cortez for more information.



HCQA Board Updates

The Home care Quality Authority Board met Tuesday, February 20th, at the Aging and Disability Administration offices in Lacey. Find out more about upcoming and past HCQA board meetings at www.hcqa.wa.gov.

HCQA Board Members

Charles Reed, Chair, Olympia
Elizabeth Brown, Vancouver
Brenda J. Carlstrom, Olympia
Patrick Farrell, Gig Harbor
Larry Garman, Montesano
Jesse Magana, Vancouver
Dennis Mahar, Olympia
Nicole Selene, Everett

The Home Care Quality Authority consists of a board of nine members appointed by the governor. The board includes five members who are currently using or have formerly used long-term In-Home care services:

- a person with a developmental disability;
- a representative of the Developmental Disabilities Planning Council;
- a representative of the State Council on Aging; and
- a representative of the Washington Association of Area Agencies on Aging.

Each board member serves a term of three years. Visit our website at www.hcqa.wa.gov to learn more about our Board members!

*The Home Care Quality Authority is Committed to
Improving the Quality of Long Term In-Home Care Services
and Encouraging Stability in the Individual Provider Work force.*

Home Care Referral Registry

Matching the needs of in-home consumers with pre-qualified individual providers using the latest in web-based technology.

Offering programs and services to support consumers/employers and individual providers at local sites across the State.

**Visit the Referral Registry @
www.hcqa.wa.gov**
